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ABSTRACT

This report outlines topics addressed at the meeting in the areas of policy and procedures, planning and development, reading materials, equipment, reference services, music services, volunteer services, and publication services; information is presented in question and answer format in each subject area. Questions and comments directed to guest speakers and panelists who participated in the conference are included in six appendices, which are concerned with access to the media, volunteer resources, student resources, religious resources, training, and extension of services. A list of conference attendees is also appended. (CWM)

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REPORT

ON QUESTIONS RAISED AND REQUESTS MADE AT

THE 1978 NATIONAL CONFERENCE OF LIBRARIANS SERVING BLIND AND PHYSICALLY HANDICAPPED READERS

Prepared by the Staff of the
National Library Service for the Blind and Physically Handicapped
Library of Congress, Washington, D.C.
April 1979

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POLICY AND PROCEDURES

Conference Proceedings

Q. How will the proceedings of the conference be issued?

A. The proceedings are summarized in a special edition of the NLS News, which is available in both print and braille. Copies of these questions raised during the conference, together with NLS answers, are available in print, braille, and on cassette.

1980 Conference

Q. What plans do you have for the next biennial conference?

A. Tentative plans are to hold the 1980 conference in Boston, Massachusetts, in conjunction with other organizations and a combined observation of the 100th anniversary of Helen Keller's birth.

Open Forum

Q. Will NLS schedule general question and answer sessions in future conferences?

A. An open forum will be held at all NLS biennial conferences.

Program Services

Q. NLS should continue to provide services which are more efficiently done by a central source.

A. NLS will continue to provide such services.

Q. NLS should alert conference chairpersons to future program developments.

A. Conference chairpersons will continue to be contacted to identify members for ad hoc committee. Communication regarding technology and service developments will be channeled directly to the network through publications such as NLS News; i.e., Fall 1978 Special Report: Projects and Experiments.

Staff Exchange

Q. Is there a way for NLS and network staff to work in each other's libraries?

A. All requests from people who would like to come to Washington are welcome, together with identification of libraries that would welcome a member of the NLS staff. Details will be worked out on a case-by-case basis.

Forward all recommendations to the Assistant Chief for Network Development.

Adherence to ALA Standards: Re TBs

Q. We would like all TBs to be declared obsolete at the regional level.

A. The "American Library Association Standards of Service for the Library of Congress Network of Libraries for the Blind and Physically Handicapped" recommend that one copy of every title produced by the program be kept by regional libraries. (See part 4.2.7.3.2.) This is also NLS policy.

Use of NLS Equipment

Q. Can non-Library of Congress material be used on Library playback equipment?

A. Yes, non-Library material may be used on Library playback equipment, but Library material must be used on it as well. Library of Congress playback equipment and special attachments are supplied to eligible persons on extended loan primarily for use with this program. By law and federal regulation, if this equipment is not used at all in conjunction with recorded reading material provided by the Library of Congress and its cooperating libraries, the playback equipment must be returned to the issuing agency. This means that patrons must read at least one book or magazine provided by NLS or a cooperating library each year in addition to whatever non-Library materials they use in order to retain the equipment for the next year.

Q. Representatives of organizations such as the Christian Record Braille Foundation that distribute recorded materials should be monitored to be sure that use of NLS materials with the machines is encouraged.

A. NLS is asking appropriate organizations to inform users about NLS program requirements on their application forms. Network libraries are requested to inform the Assistant Chief for NDO of further violations of material usage requests.

PLANNING AND DEVELOPMENT

Excess/Want List Procedures

Q. Will NLS do a study of current excess/want list procedures and develop a more efficient method of processing these lists?

A. During the coming months, the Network Services Section will explore alternatives to the present procedures, seeking a faster, less burdensome system for the distribution of excess and want lists.

Tape Quotas

Q. Network libraries would like to have a trial year with no tape quotas established at the multistate centers to see if this is a feasible procedure.

A. The tape quota system was initially set up to remedy inequalities of use, i.e., one network librarian would request thousands of items while another would request only a few. Also, it gave NLS hard figures on tape usage for budget estimates. The Network Services Section is reviewing tape quota procedures to determine the effectiveness of the current system.

Replacement Containers

Q. NLS should provide supplies of replacement cardboard containers for the flexible discs and replacement plastic address card sleeves, because these materials are causing libraries to repackage, mend, or have other problems.

A. We will include funds in the FY 1981 budget to provide extra containers.

Eligibility of Those with Learning Disabilities

Q. It was announced that there is going to be a committee formed on learning disabilities. We are looking forward to the results.

A. Public Law 89-522 defines the parameters of NLS service and clearly limits it to individuals who are unable to read conventional print because of a visual or physical handicap. NLS wishes to identify as broad an eligible group as possible under the present statute for this library service. To this end, experts will be consulted during fiscal year 1979 to discuss and clarify NLS program eligibility for persons with learning disabilities and/or neurological dysfunction. A network bulletin on the findings will be issued thereafter.

Deposit Collections

Q. NLS should issue a very strong directive urging the libraries to provide deposit collections with copies of memos, catalogs, etc. All too many times deposit collection staff find out about things through our patrons and are just not getting materials.

A. NLS will continue to stress the need for ongoing local communication among related agencies. In fiscal year 1979 NLS plans to issue an entry for the Manual for Regional Libraries concerning deposit library collections.

MSC Staffing and Services

Q. NLS should consider budgeting a machine technologist for the multistate centers to serve libraries, Telephone Pioneers, and others.

A. NLS did consider including funds for a machine technology specialist for fiscal year 1979 multistate center budgets. All budget increases planned for fiscal year 1979 were disallowed, however, because of the 7 percent budget cut absorbed by NLS in keeping with the 5 percent total cut imposed by Congress over the whole legislative branch. NLS is aware of the need, and interim solutions are being explored until funds are available to include this in multistate center activities.

Q. It is difficult to find really good technicians for repair and maintenance of duplicating machines, especially in the West. It would be useful to be able to contract for maintenance of duplication equipment with the multistate centers or to have a technician available to train library staff to repair machines.

A. Our quality assurance plan for MSCs recommends using the same contractor used by NLS for maintenance of duplication equipment. It is possible that individual libraries could also use this facility when available--estimated in FY 1981.

READING MATERIALS

Books and Magazines

TBs and CBs

Q. Will NLS consider declaring all the TBs and CBs obsolete, eliminate them from the microfiche catalogs and bibliographies, and expedite their reissuance?

A. Every effort is being made to reissue CB and TB titles as expeditiously as possible. They may be withdrawn from circulation upon receipt of the RC editions.

The CB titles are being processed in numerical sequence; commercially produced items are not being reissued. About 100 TB titles that have never been reissued will also be selected for conversion to RC during fiscal year 1979. Work on conversion of 33 rpm titles will also continue.

Citations of CB titles and TB titles below number 3500 will not be listed in NLS catalogs or bibliographies sent to readers; however, these titles will remain in the microfiche catalog for reference purposes.

Reissues

Q. Do not reissue titles in the 6000 and 7000 series.

A. Titles appearing in the 6000 and 7000 series will be reissued only when the Collection Development Section has been informed by libraries, MSCs, and NLS staff that it is desirable.

Selection

Q. Why is there still a preponderance of titles with explicit sex? Why are there still gaps in the collection, and who is responsible for filling these gaps?

A. Every effort has been made and will continue to be made to select a broad range of titles. Toward this end, many titles from the 1930s, 1940s, and 1950s have been selected. NLS must, however, include in the collection contemporary bestsellers and widely discussed works. The vast majority of these do contain explicit references to sexual acts. Titles will continue to be selected according to NLS policy. NLS must rely on the good judgment of network librarians to request as many or as few copies as may be needed for their collections.

It is true that informational gaps in the collection exist—as they do in all collections. With the assistance of the Ad Hoc Group on Collection Building Activities, NLS is attempting to address this problem. Each year areas that require immediate attention are designated. Using interlibrary loan requests and input from libraries and readers, the staff also addresses other subject areas where needs exist. The network and other agencies must help meet the informational needs of readers desiring materials in narrow subject areas.

The Ad Hoc Group for 1979 will assist in developing a reader profile form to be used by all libraries in place of the ones currently in use. The data obtained should provide a profile of reader needs locally, regionally, and nationally. The data from both sources should provide direction for local collection building activities. Also, results of the NLS user survey will assist in these NLS activities.

Q. We would like to have advance lists of books for which copy allotment cards will be issued over the whole year so we can do a better job of copy selection.

A. Until we know we can obtain print book copies and copyright clearance, it is risky to predict what titles will be offered. By the time these two steps are completed, we are already close to sending out copy allotment cards. We are also considering providing periodic lists of books in the pre-copy allotment stages of production.

Flexible Discs

Q. It is possible that excessive heat at the time of packaging damages flexible discs.

A. Tests indicate that excessive heat, applied externally, will damage the records without any packaging damage. The mechanization of heat damage is under discussion but current indications are that heat sensitivity is one of the disadvantages of flexible discs that will not be eliminated. The study will also address methods to limit the damage.

Q. Do different manufacturers produce flexible-disc magazines?

A. There are currently two manufacturers of flexible-disc magazines: Eva Tone/Evatype in Deerfield, Illinois and the American Printing House for the Blind in Louisville, Kentucky.

Q. Can flexible-disc packaging requirements be modified to improve the quality of cardboard and reduce the size of containers for those shipments of five or fewer copies? Can they be made to be more easily used by older patrons?

A. The flexible-disc book program remains developmental. Surveys of users and network libraries will attempt to ascertain additional information about program needs. Changes will be made as appropriate.

Q. In many areas, the Postal Service continues to fold or bend flexible-disc magazines despite printed instructions to the contrary.

A. NLS will review its packaging specifications and labeling instructions to indicate more clearly and make it more difficult to fold or bend flexible disc magazines. In addition, NLS suggests that patrons and network librarians complain to postal authorities in service areas where this is a problem.

Q. Why not put huge books on flexible discs rather than hard discs?

A. The flexible-disc program was initiated to provide libraries with a large number of copies of best selling and highly popular titles. Collection Development Section bases its decision to produce flexible disc titles on anticipated demand and not on the size of the print edition.

Q. Can NLS notify readers that flexible-disc book titles are not throwaways and should be returned to network libraries after use?

A. NLS is reviewing its specifications for the manufacture of flexible-disc books and will incorporate changes in the recorded and print labeling to better inform the reader that these editions are for circulation. Announcements will continue to be made in TBT.

Handcopied Braille

Q. What is NLS doing regarding the future of handcopied braille?

A. NLS is considering establishing an ad hoc representative committee to study the problem in detail.

Q. Will the MSCs make copies of books for which masters are available?

A. As agents of NLS, the MSCs will make thermoform copies of braille masters that meet NLS specifications and are accepted for network circulation. All costs will be absorbed by the MSCs.

Q. Are there network libraries producing handcopied braille that do not list books in BBR?

A. Not to the best of our knowledge. It is general knowledge that such materials are produced by libraries in Philadelphia, Cleveland, Des Moines, New York, and Los Angeles and that all of these except Des Moines currently advertise in BBR. Thirty regional and subregional libraries have volunteers who transcribe braille for special purposes, but it should not be assumed that all of these produce handcopied braille books. Many provide only materials needed by students, professionals, and others. The Oklahoma regional has produced library materials, the Maryland regional is trying to establish a program, the Florida regional has a growing program, and the Utah regional may provide such materials in the future. The Illinois regional has produced and advertised handcopied titles in BBR in the past.

Q. How will the demand for the BRAs announced in Braille Book Review be met?

A. Each multistate center will have one copy of the announced titles and NLS will have the master. If reserves begin accumulating at the MSCs, NLS will thermoform additional copies and send them to the centers. Detailed procedures for this system have been developed by the Network Services Section and have been distributed to the MSCs.

Titles in Series

Q. Does NLS have a list of "titles in series" produced for the program?

A. NLS has compiled and will distribute such a list to network libraries in the near future.

Nemeth Code

Q. The Nemeth Code revised should be issued in the BR series and the older edition declared obsolete.

A. NLS will consider adding the revised Nemeth Code to the collection in braille when a new revision is available. Copies in the collection are not yet obsolete.

Book Numbering

Q. Could blocks of numbers be set aside by format?

A. At a working session on the numbering system conference participants unanimously recommended reserving a block of numbers for each recorded format. A network bulletin explaining this system is in preparation.

Announcements

Q. NLS should not give readers erroneous advance information about the availability of new magazines.

A. To develop subscription lists for new magazines, NLS must announce their impending availability to readers through Talking Book Topics and Braille Book Review. The announcements are coordinated with manufacturing production schedules. Occasionally, problems arise which cause delays. NLS will continue working to keep these problems to a minimum. Network librarians will continue to be informed when variations occur.

Q. Network libraries request that the NLS annotation be recorded at the beginning of every book.

A. Currently, information from the book jacket is recorded at the beginning of each book. This gives the reader the publisher's description of the content of the book. NLS is preparing a nationwide survey of users and will incorporate a question to determine reader preference for including annotations on the recording.

Automation

Microfiche Catalog

Q. May we have additional microfiche readers?

A. NLS lends one microfiche reader per library. If more are needed, they should be purchased by the library. Various makes are available between $100 and $200; rehabilitated machines may be obtained for less. The reader need not be a Realist Vantage IV, but it must have a capacity of about 48 x blowback. Try other types before you buy one.

Q. Can we buy additional microfiche copies of each catalog?

A. When a network library sends us a letter justifying use of a second subscription, we can ususally accommodate it. Earlier editions are still useable when a new edition comes in--titles included in a new edition add less than 10%. If a non-network library wants to subscribe or if a network needs multiple sets, write to NLS Automated Systems Coordinator Allen Deschere. Subscriptions under these circumstances cost from $60 to $80 per year, or about $20 per issue.

Q. Can we buy printouts of the catalog?

A. No. A printout of the present catalog would take more than 12,000 pages on legal size paper with the same type you see on your reader screen. Each edition would be at least two feet thick. The cost would be prohibitive.

Q. How will the microfiche catalog display library holdings for locally-produced materials?

A. The cooperative catalog will include holdings of locally-produced materials that the reporting library is willing to make available to other libraries. At this time, listing is restricted to a report from the library that orginated the book; however, the MARC record can contain multiple holdings for one book; if desired, multiple holdings

can be included in the future.

At present, National Union Catalog library codes are being established for each reporting library. Each record contributed will contain library code, local book number if reported, and media code. These data will be displayed every time the record appears in the microfiche catalog.

Q. Will the microfiche catalog show multiple locations for network holdings?

A. The MARC record format will allow us to list multiple holding codes if more than one library has a copy of a particular book and is willing to report it and lend it. At present, only the report from the library that originated the book will be accepted After the program gets underway, however, this policy may be revised.

Q. Is NLS considering inputting this information on OCLC?

A. We did have some correspondence with OCLC about a year ago. There was little interest in taking steps to accommodate our formats or to provide a separate data base for our records. Furthermore, OCLC is basically a cataloging system, with very limited retrieval capabilities. BRS has proved more suitable for retrieval.

Q. Could you put the author-title index to contents of anthologies on fiche?

A. Putting items on fiche requires a substantial amount of computer programmer effort, and this is an area in which available resources are very limited. Because of the higher priorities for other jobs, we have to limit their use to those things which cannot readily be done in other ways. The index distributed at the National Conference consisted of forty print pages. A document of this size does not appear to warrant the programmer effort required to put it on fiche. This information can be found by searching the BRS data base. You can ask the NLS Resources Coordination Unit to locate an item for you, or, if you have access to BRS, you may do it yourself.

Q. In regard to BRAs and the microfiche catalog, why not scrap the union catalog and start from scratch using a small panel to address the problems and formulate the catalog?

A. With the continuing automation of NLS records, the streamlining of procedures, and the greater involvement of the network in collection-building activities and other areas, the groundwork is being prepared for a more responsive, coordinated approach to providing reader services. We are building from scratch while still providing information and materials. Network libraries are encouraged to continue to work with us constructively as individuals and through committees to make the system meaningful and efficient.

Q. Can book content information be available on fiche?

A. Current programming priorities do not include content analytics in the microfiche catalog. Programming costs are already prohibitive for the few anthologies compiled by NLS. The manual author-title listing will be updated, and can be considered an auxiliary reference tool to be used in conjunction with the microfiche catalog.

Q. For the big books ... show on the fiche if the book has more than one container, please.

A. When books are supplied in multiple containers, this information appears in the collation statement, e.g., eleven cassettes in two containers. Collation is displayed in the book number catalog, but it is not one of the fields that appears in the indexes. We are reluctant to enlarge the indexes in the several ways that have been suggested because it will make them more difficult to scan.

Q. About the frequency of issuing the microfiche catalog--could we have it go monthly to the multistate centers?

A. Just creating the set of master fiches is the big job. We do not see at this point how we can possibly do it monthly. If we could, we would send it to the whole network. As you know, the Resources Coordination Unit will provide searching services for you on request. Also, the possibility of providing supplementary lists of books shipped but not in the microfiche catalog is being investigated.

Circulation Systems

Q. There needs to be a stronger hand at NLS in helping us determine a system or in providing a more cohesive national circulation system. If we all go out and do our own thing, like with the manual system ... we will never come up with any standard.

A. Our experience with automated circulation systems shows that there are so many variables involved (e.g., makes and models of hardware, programming languages to which each library's ADP resources are accustomed, timesharing vs. stand-alone availability, details of the way each library wants to operate, and technological progress from system to system) that nobody has exactly copied anyone else, let alone been interested in a "standard" system. When a library starts looking at systems, we advise on the most up-to-date methods, and it can choose among them or go its own way. If a library wants to define exactly which variables apply to its interests, we can direct it to the most appropriate system.

As for "standardization," this is not important until libraries have need to exchange information in machine-readable form. We are considering areas in which this may develop, and we will work cooperatively with the automated libraries to adopt the best format for such an exchange.

This will have little effect on how a library runs its system. Only a short program will be needed to put out and take in data in the agreed format. We are also exploring a format for statistical printouts which would provide the NLS Collection Development Section with feedback data from the circulation systems, both automated and manual, based on readers expressed interests and on the actual circulation of books in selected categories. Also, we are hoping this year to contract for development of optimum procedures for manual circulation systems.

Q. There was great interest--and I remember many of those are small libraries--in some kind of additional help on automated circulation systems. Many of these libraries are really too small to be able to afford a systems analyst to help them. Some kind of consulting help would be useful.

A. Small libraries use the same computer functions and most of the same titles as large libraries; only their patron list is shorter. Thus, their systems will be almost as expensive as large libraries. In cases like Worcester, the city's ADP people did the job for them on their timesharing computer. Perhaps there are other places where small libraries can piggyback an existing operation. If the small library can afford the $150,000 or so to stand alone, NLS can assist it in finding a vendor to do the same job he has done for someone else, or to copy a system developed in-house, or to hire a consultant who will develop and ride herd on the job. There is no prospect that NLS can provide extended full-time consulting services required to get a system up-and-running and to train the library personnel to operate and maintain it.

Cooperative Cataloging

Q. When a copyright request is sent to NLS, will the requester be told if someone else intends to produce the book?

A. The requesting library will be advised if the particular title is in process through another source; however, NLS needs to be kept up-to-date by network libraries that clear their own copyright.

Q. We would like NLS to continue to seek network input about the fiche in the progressive stages of the planning of future programs.

A. We assume this refers to cooperative cataloging and changes in fiche catalog formats and entry points. We have tried to get representative response from the network through questions in the Automated Systems Coordinator's monthly report, network bulletin questionnaires, and sensitivity to individual comments submitted by network libraries. Generally, the number of responses and comments are too few to be construed as more than individual preference. We expect to ask each conference to appoint a person responsible for expressing representative opinion for that conference. In this way, details can be worked

out that are acceptable to at least a majority of libraries. It will be up to that representative to get the opinion of the specific region.

Q. In the cooperative cataloging program there are a lot of questions about what happens when libraries have the same book. How are you going to work with other agencies, such as Recording for the Blind and Volunteers for the Blind?

A. At the present time, only one library holding report will be accepted for each recorded or brailled book. That report must come from the originating library. If two libraries have independently produced recorded and braille copies of the same print book, however, both can report their versions. Each will be a separate catalog record. In the future, the program may be expanded to include copies of one recorded or braille book available from various sources. This would certainly reduce the demand for copies placed on any one library; however, we do not know how great a demand will be created by this program. Our experience with the BRAs is that requests for BRAs at NLS have doubled in the past year as more and more titles have been added to the catalog. There is no plan to add individual holdings of titles in the national collection to the catalog, because it is assumed that every library has these books. Volunteer agencies outside the regional and subregional library network to catalog system will be phased into the catalog system only after the procedures for network library reports are firmly established.

Books in Process and the Minicomputer

Q. What is TULIP?

A. TULIP--Titles Union List In Process--is a listing of titles in process, both at NLS and in the network where libraries have requested copyright clearance through NLS. It is not currently available outside NLS, but a listing of titles in process is planned for distribution after the NLS minicomputer system has been implemented.

Q. Will we be able to get TULIP on fiche?

A. Records in our existing in-process system are inappropriate for issue as TULIP. If output, it could be put on fiche. We hope to be able to offer something of this type in the future when the minisystem is in full operation or through another system.

Q. Would a report of all the books in process tell who is requesting each, so that the other libraries can know who is doing it, if NLS is not.

A. Yes, such a report can include this information. It seems unlikely, however, that it can be produced before the new minicomputer has been up, fully loaded, and running for a while. That means at least a year from now.

Interlibrary Loan

Q. There seems to be some problems with NLS in checking interlibrary loan requests against the materials already in production. Some requests are returned with the response that materials are not available and actually they are, or very soon will be.

A. The Resources Coordination Unit searches all available files including the in-process files to ascertain whether a particular title is being produced for NLS; however, new books are constantly being selected for the program and are continually being added to the in-process file. Although a title may not be found in the in-process file when an interlibrary loan request is received, it may be added shortly afterward. Requests to check the availability of a title before local production begins should be sent to NLS as close as possible to the recording date to assure a minimum of duplication with national program books. There has been only one instance of this problem that we are aware of. If others are discovered, NLS should be notified immediately.

Bibliographic Data

Catalog Cards

Q. Will cards always be available?

A. Catalog cards for NLS-produced braille and recorded books will not be available after a yet-to-be-determined date.

Q. What can the Library of Congress catalog service provide?

A. Catalog cards for the original print edition of the NLS recorded or braille book may be purchased. Contact: Customer Services, Catalog Distribution Service, Library of Congress, Washington, D.C. 20540.

Book Cards

Q. Book cards have color codes that are incorrect; juvenile levels are not always indicated, and printing is sometimes poor or placed too low on the card.

A. Tighter controls have been adopted to assure that book cards are properly printed and include grade levels. One manufacturer is replacing cards that were printed incorrectly.

Q. Could book cards be coded by subject?

A. The abridged Dewey number currently used on the book card was intended to serve this purpose. Before we add other information, NLS will survey network libraries to determine current and future applications of the book card.

Q. Please insure that book cards indicate earlier numbers if they are reissues.

A. We are including previous numbers on book cards for reissues.

Q. Can copyright dates be put on book cards?

A. NLS is defining dates to be used with annotations in TBT and BBR. When such dates can be incorporated into the automated system, they will be included on book cards.

Q. Can NLS make more use of the Children's Catalog to indicate the grade levels for juvenile titles?

A. During this process, NLS does consult the Children's Catalog. However, grade levels assigned are based on anticipated use in braille or recorded form which may not always be the same as those recommended for the print edition.

Copy Allotment Cards

Q. Can the copy allotment cards be annotated to indicate which titles will be produced in both cassette and flexible disc editions?

A. NLS is currently modifying the automated system used in conjunction with the Copy Allotment System. This requirement is being incorporated and should be implemented during the coming year.

EQUIPMENT

Machines

Obsolete Machines

Q. There's some confusion about disposing of obsolete AE machines. Different network bulletins and other information seem contradictory as to GSA requirements. We need clarification.

A. Network Bulletin No. 333 dated December 27, 1977 states clearly that models AE1, AE2, AE3, AE4, AE5, and AE5A were declared obsolete effective March 1, 1978. A list of GSA Property Disposal offices and the states they cover were attached. The bulletin also stated that the network should contact the proper GSA office about disposal instructions. Machines declared obsolete may be donated to nonprofit organizations if the recipients agree not to sell the donated equipment. If there is any doubt or confusion about future disposals, please contact the NLS Equipment Control Officer.

Q. C-73s should be declared obsolete.

A. NLS is in the process of declaring C-73s obsolete.

Repair

Q. When will the videotape training programs on machine repair be available?

A. The contract for producing the first three video cassettes is on schedule with completion due in February 1979.

Q. Our library has a three-quarter inch video player. Will it play back the new training tapes?

A. Yes. The three-quarter inch cassette--also known as the "U-matic" system--is the most widely used video format.

Q. Will the first video tapes cover repair of the A-77 or the combination machine?

A. The first three tapes cover routine, minor maintenance common to currently produced machines. When and if the combination machine is produced it will come under the same repair program. Maintenance instructions for specific models are planned for subsequent training tapes.

Machine Changes

Q. Why was the speed motor changed on the A-77 machine?

A. More than one source for any given product is always desirable to foster competition. As a consequence, after performance inspections were made, a substitution motor was accepted. The motor was manufactured in Japan, but subsequent experience determined that armature mountings broke during shipment and that idler wheels and turntables were incompatible with General Industries' motors even though we were assured that compatability was assured. The entire assembly is replaceable without change to the motorboard mounting holes, but the entire assembly must be used when parts are required, therefore the contractor was required to return to the General Industries assembly for the A-78.

Q. A technical circular is needed to explain the A-77 automatic shutoff adjustment.

A. One is in preparation.

Q. Can a locking mechanism be applied to the speed control so that users will not inadvertently change playback speeds?

A. Yes, but such a development could lead to more problems. It is possible that if such a lock existed, users would then have difficulty unlocking the speed control. Libraries must assume responsibility for familiarizing users with the machine and providing solutions by phone to the extent possible.

Q. The cassette machine should be simpler and more automatic.

A. This recommendation will be given full consideration.

Machine Accountability System and the Audit

Q. Relative to machines whose records are to be audited--so these records will not be checked for the C-76 and earlier? Do I understand you are saying we are starting with the C-77?

A. Our computerized records identifying specific machines held by responsible lending agencies start with the C-77s only. We are not trying to input information about earlier machines by serial number and location. However, the auditors will look at the earlier records in the course of a visit to determine the effectiveness of overall record-keeping and inventory.

Q. In connection with machine audit visits, will they be looking at the sublending agencies?

A. NLS keeps records only of machines charged to lending agencies. When a machine's records are being checked and the lending agency reports a sublending agency is handling it, the trail will be followed through the sublending agency to the patron. If the sublending agency records fail to account for such machines, an audit of the sublending agency may be performed.

Q. In the machine accountability program, what about accessories?

A. Because these items do not carry serial numbers, they cannot be tracked in detail. We can only deal with quantities. For accessories and major spare parts, the best we can do is record what is shipped to whom, and try to determine from the records about the accountability for them.

Q. When the machine-lending agency and regional library are two separate agencies, will the regional library be advised of the machine-lending agency audit?

A. The lending agency and the agency responsible for the signing of the Lending Agency Service Agreement will each receive copies of the audit report. A decision has not been made to discuss these matters with others.

Q. In a few states there are two machine agencies that lend machines to the same people. Will there be two separate reports based on the work done by each agency or will there be one report covering both?

A. Each lending agency, no matter how many in any one area, will be audited as a separate agency and audit reports will be confined to the findings for <u>that</u> agency.

Q. In event of excess errors, will there be follow-up audits by NLS?

A. Yes.

Q. The NLS Equipment Control Officer will not be making field audits. Is that correct?

A. NLS will not make field audits; however, field follow-ups may be made. We will visit machine-lending agencies to assist as needed to prepare for an audit or to make corrections in areas that were rated not satisfactory, or to clarify procedures for reporting to NLS on proper maintenance of inventory records.

Q. Is there anything that we can do in preparation for an audit? With respect to the amount of work space required, will we know whether it is going to be two, three, or four people?

A. You should prepare for at least two auditors. Only desk space is required.

Q. Does the work space have to be close to where the machine records are?

A. It is preferred that the work space be near the records, but it is not absolutely necessary.

Q. Can the work of the lending agency go on?

A. Yes, but from time to time questions will be asked to clarify certain situations.

Q. How do totally blind people confirm machine numbers?

A. They cannot. Some contacts will be made by phone or mail; others will be in person.

Q. Is there anything that needs to be done to contact any of the users who have machines?

A. Basically you will need only to provide the auditor with the reader's name, address, and phone number if available. The auditor may request your assistance to contact users.

Q. A simple announcement in Talking Book Topics would be better than mailing something to users.

A. Users have already been contacted by auditors in one state without any previous announcement. Eighty-five percent had appropriate machines in their possession. No problems arose from this direct contact by the auditors without previous notification.

Q. I am more concerned about possible negative effects on patrons who are contacted cold.

A. We are all concerned. There may be some negative effect no matter what method is used; however, if all patrons were advised through TBT, readers would be questioning why no one visited them. Close attention will be given to this matter.

Q. Will there be any possibility of sending a flyer to readers advising them of the probability of federal audit? I think people would like that rather than just being called.

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A. Some lending agencies may take steps on their own to inform the people they serve of a possible audit. It is the lending agency that is being audited, not the user. Contacting the user is only a confirmation. If any change in the present procedure is indicated, it will be made.

Q. Readers should be advised on the application for service that the machine assigned is subject to audit.

A. Your suggestion is well taken. Auditing is really new to all of us. We do not want to cause panic or fear, especially to the user of applicant. After we have more experience with this system, we will develop an effective way to communicate the information to readers.

Book Containers

Q. What should be done with existing containers when new ones arrive?

A. Containers with straps and buckles will be discarded; plastic containers will be discarded as they wear out.

Q. Will the new RD container for recorded discs hold 10-inch and 7-inch discs?

A. Yes. A special insert will accommodate 7-inch discs.

Q. About the new containers—would a clear plastic envelope with one slit on the side be acceptable to postal officials?

A. This issue and the possibility of card insertion from outside the container are being investigated.

Q. Was the new container field tested? If so, where?

A. When available, the new container will be field tested locally and nationally; however, U.S. Postal Service approval will be overriding.

Q. If the postal requirement is that the mailing label of book containers be protected, would the clear plastic envelope with a slit in the side (such as used for circulating magazines like Readers Digest) be acceptable to the Postal Service? Will the NLS people working with the Postal Service about new containers please talk with the authorities further about whether or not these plastic sleeves for addressed cards could be used and would satisfy postal requirements as an alternative to the internally accessed opening?

A. There is no requirement by the U.S. Postal Service that the label be "protected." The label must be securely affixed and be legible at a 30" distance. Also, postal officials must be able to ink stamp and/or write with a #2 pencil on the label.

The Reader's Digest "sleeve" or card holder is fine for magazines in which the cardboard container has a one-way or limited number of trips through the mail. It is conceivable that such a "sleeve" could come loose in bulk mail center machinery and cause a higher loss of materials than now sustained. NLS is continuing to explore alternatives, however, and the needs of librarians and readers will be considered.

Instructions

Q. NLS should provide simple diagrams and large-print instruction for existing machines.

A. Large-print instructions are included with each machine. Replacement copies are available from the NLS Equipment Control Officer. Braille, large print, and recorded operating instructions provided for machines are carefully reviewed for proper content and adequate explanation. A fine line must be walked in order to prevent condescension in instructions and yet make them simple enough for understanding.

Individuals who are unable to follow the instructions given must rely on their regional libraries for further instructions and help. The wisest course of action for the regional library to take is to be sure that library personnel are familiar with machine operation and that they can explain the operation over the phone. Additional instructions in the form of diagrams will not prevent the requirement for telephone assistance.

Q. Some cassette patrons are having trouble learning to use the machine.

A. NLS continues to design cassette machines and instructions aimed at making this equipment as easy to use as possible. Specific suggestions for improvement in this area are always welcome.

REFERENCE SERVICES

Information on Grants

Q. NLS should provide information and consultant service on grants.

A. The NLS Reference Section is researching the general subject of grantsmanship. Staff is studying basic information, identification of funding sources and specific grants programs applicable to library service, and techniques of application and proposal writing. The experiences of network participants will be solicited in a survey planned in spring 1979. Identifying successful grant proposals is one of the objectives of the survey. The information acquired will be assembled in compact form and distributed to all network libraries. As significant new information about grants programs at the national level is obtained, it will be passed on to the network. Conference chairpersons might consider this subject as an agenda item for their 1979 meetings.

Illinois Funding Statistics

Q. Illinois funding statistics are reported incorrectly in 1978 directory.

A. Barbara Peterman has contacted Robert Ensley at the Illinois State Library for correct information.

Status of Reference Circulars

Q. You should send out a network bulletin listing reference circulars available, planned, and obsolete.

A. Reference Section is preparing a network bulletin with this information.

Subject Headings

Q. Send out an updated edition of subject headings for material on blindness and physical handicaps.

A. Reference Section will issue a supplement containing additions and changes made since the last issue of the list of subject headings. This supplement will be distributed in 1979.

Package Libraries

Q. The most important "package libraries" produced should be "Information on Section 504 Compliance and Laws on the Handicapped."

A. The package library on Section 504 will be distributed to network libraries in spring 1979. Others will follow at a rate of one every two months.

NLS Contacts

Q. Please distribute a revised list of contact persons at NLS.

A. NLS is undergoing an internal reorganization that will be reflected in a new list of contact persons. This new list will be distributed immediately following formal approval of the reorganization.

MUSIC SERVICES

Announcement of Materials

Q. Will the Music Section send a network bulletin and information packet about NLS music materials?

A. Network Bulletin No. 462 of December 7, 1978 announced recent music publications. Copies of these and other music publications were sent to the libraries separately. In the future, music publications will be announced regularly with sample copies enclosed. On an annual basis, we will send packets of samples of all music materials to make new NLS network staff aware of the music program.

Use of NLS Equipment for Music Services Only

Q. Will NLS supply playback equipment if patrons use music materials only?

A. Although requests for music alone without other services have been rare in the past, a policy and procedure statement is being drafted to clarify whether to permit music-only patrons to receive playback equipment directly from the NLS Music Section. Patrons must be certified and NLS materials must be used.

Large-Print Hymnals

Q. Where can we find large-print hymnals?

A. The Music Section has a list of hymnals in braille and large print; however, the selections are limited to very few—23 in braille and five in large print. The list will be sent to any interested patron or library upon request. Many requests for hymnals are received and Music Section searches for more titles constantly. A policy is being drafted related to collecting hymnals at NLS. NLS encourages the various publishing houses of hymnals to produce their products in large print and braille formats.

VOLUNTEER SERVICES

Fundraising Information

Q. Where can we receive further information on volunteers and fund raising?

A. Information is available from: National Information Center on Volunteerism, P.O. Box 1807, Boulder, Colorado 80306.

NFB Publication

Q. Will you recommend NFB's publication Beginning Braille for Adults?

A. This book was prepared by Mabel Nading and Ramona Walhof with taped instructions and exercises in braille. Copies have been ordered so NLS staff can become familiar with the book.

PUBLICATION SERVICES

Mailing List and Distribution

Q. When is NLS going to improve the TBT mailing list?

A. Specifications have been developed and bids are being solicited for a new, comprehensive mailing list system. Conversion of all current publication subscriber lists is involved. See Network Bulletin No. 461 of December 5, 1978 for full details.

Q. When you print out the name and addresses of TBT subscribers on three by five inch cards, please include information on whether the individual receives large print, disc, or both editions.

A. Under a new mailing list contract, we should be able to provide this information.

Q. Provide monthly mailing list transaction reports on pressure-sensitive labels.

A. Specifications for the new mailing list contract require the contractor to have this capability.

Q. Columbus, Georgia and Arlington, Virginia subregional libraries receive too many copies of BBR. Please have only two subscriptions per library.

A. This problem is probably resolved by now. Last spring each library was asked to state the number of copies desired for each format of TBT and BBR. The mailing list contractor says that all changes took effect with the mailing of the November-December issues.

Access to Publications

Q. When we order publications, we are sometimes told there are none at the regional library or the multistate center.

A. The publications inventory is adequate at all multistate centers and NLS. The only publications in short supply during the last two years have been limited-produced reference materials and posters. Forms are not publications.

Q. Why can't subregional libraries use the new publication order forms?

A. Subregional libraries are supposed to use these forms.

TBT Order Form

Q. Clarify in the instructions to TBT readers that order forms can be mailed postage free.

A. The order form instructions were revised as of the January-February edition to make this point clearer.

Q. Book numbers listed on the TBT order form should be in OCR readable characters so that the information can be entered into automated systems easily. Can you make this change?

A. Publications and automation staff members are experimenting to learn if this suggestion is feasible. The Government Printing Office has agreed to help produce acetate overlays for the order forms of the Talking Book Topics print edition. We are considering use of OCR-A type at the end of each entry on the order form for the recorded edition. Before implementation, however, numerous technical details must be addressed and user acceptance established.

Posters

Q. Can you provide large posters for distribution to public libraries?

A. Large posters have not been as useful as small ones; therefore, reprints and a newly-designed poster available this year are about 14 by 17 inches. If budget permits, a limited supply of large posters will be ordered later in the fiscal year.

Brochures

Q. Some NLS brochures are difficult to run through automatic stuffing machines because of their size, fold, or thickness. Can you print a two-sided brochure that inserts easily into envelopes?

A. Card-type informational pieces have been ordered and were available in February. Consideration will be given to this format for additional brochures.

Younger Reader Catalog

Q. It would be preferable to include juvenile cassette books in juvenile catalogs.

A. We are considering including all juvenile titles in For Younger Readers 1978-1979 and thereafter.

Cassette Titles

Q. When are you going to publish a Cassette Book Topics?

A. We have no plans to publish a separate magazine to announce cassette titles. It is not cost-effective to produce separate publications for recorded titles.

TBT Open Reel Submasters

Q. The MSCW has indicated that it cannot duplicate TBT on cassette for western libraries. Why not?

A. Regional libraries and MSCW are being supplied with open-reel submasters of TBT so that copies may be made for patrons. The MSC submasters are intended primarily as back-up for submasters provided to the regionals; regionals are expected to provide the bulk of copies to patrons. MSCW can produce copies for patrons by using the regional library's tape quota, but this amount of tape is not enough to handle all necessary copies.

Public Education

Radio and TV PSAs

Q. Can more libraries in the network receive copies of the radio and TV announcements?

A. As of January 1979, the following network library service areas have been extended this service: Georgia; Florida; Louisiana; Dallas, Texas; Kentucky; Nevada; Oregon; New Mexico; Alaska; the District of Columbia; Vermont; New Jersey; Indiana; Michigan; Illinois (partial); Nebraska; and Kansas. In some instances, the participating library will use print services only or radio and not television, etc.

Q. Will radio and television PSA scripts be available to the network?

A. As part of the public service campaign, we use scripts for stations that prefer them over prepackaged recorded and/or filmed material. Eventually we plan for scripts to become a part of a regularly-produced information package of news releases, exhibit information, and other publicity material. In the meantime, libraries not participating in the public service campaign that want copies of scripts should contact Publication Services.

Exhibits

Q. How can libraries purchase ZIBIT the pop-up unit demonstrated at the conference?

A. This unit costs about $1400 plus graphics. It may be purchased from: Nomadic Structures, Inc., 5121 Henderson Road, Temple Hills, Maryland 20031. The manufacturer will construct small units suitable for table top use in quantities of thirty and more for about $500 each plus graphics.

APPENDIXES

Questions and comments directed to guest speakers and panelists who participated in the conference are included in the Appendixes.

APPENDIX I

ACCESS TO THE MEDIA

Q. Do newspaper reporters and editors read newsletters that are mailed to them?

A. "On my newspaper, yes. We open every piece of mail. We get all kinds of good ideas from newsletters." (Robert Horowitz, Editor of the Montgomery County, Maryland Journal.)

A. "Yes, especially if it is sent to the reporter who writes about the subject in which you are involved." (Rudy Maxa, Washington Post reporter.)

Q. How should we approach wire services at the state level?

A. "The wire services are really excellent sources. You can keep them informed just as you do most editors and reporters. Wire services can blanket major cities, regions, states, and the nation. They will do a first-class, really professional job." (Wesley Pederson, Chief, Office of Special Projects, Press and Publication Services, International Communications Agency.)

Q. How do you get to the people handling public service announcements for radio, TV, and what kind of pressures are they under?

A. "It varies from station to station. On a small station, it may be the station manager. It may be a public service director. There is no one title; it depends upon the staff and the size of the station." (Paul Schuette, Director, Office of Information, Social Security Administration.)

A. "The competition is huge for public service time, not so much on radio, because you have got so many radio stations across the country. But on television stations, it is very high, and increasingly the stations are going to use material that is locally related.

"Also, usage depends on the personal interest of the person who is deciding it--whether it is the station manager or program manager or whoever. If this person is into blindness, spots about blindness will be picked. If the person is into health, something that comes from one of the health-related organizations will be picked.

"Stations are under an obligation to devote a certain amount of time to public service spots. There is some question right now. There may be some changes in those regulations, both through Congress and through the Federal Communication Commission.

"The only thing you can really do is call the station and try to find out who is scheduling spots, talk to the person on the phone or have a face-to-face visit." (Patricia S. Smith, Director of Information, American Foundation for the Blind.)

APPENDIX II

VOLUNTEER RESOURCES

Q. Do you have funding, other than grants and revenues from magazine subscriptions, to run your office?

A. "We are working to get ourselves on more of a fee for service basis, rather than being quite as dependent on public and private grants. For instance, in the department in which I work, Education and Training, there are fees for workshops and so forth. And so this is one way we are trying to make each department pay for itself a little bit. That's not entirely possible, but hopefully, I think, with this merger, this will also be a real help." (Marg Bartosek, Education Specialist, National Center for Voluntary Action.)

Q. How do you utilize volunteers who are unwilling to work directly with the impaired individual?

A. "The person who cannot relate to a handicapped person or who is depressed by working with handicapped people, is an indication that the volunteer has not been screened properly in the selection process or hasn't been prepared properly. We found, for instance, with our mentally retarded, that volunteers needed to be convinced before they started that no matter how much they loved and cherished and paid attention to the child, the child would still be retarded; otherwise the volunteers had fantasies that if they gave the child enough love the problem would go away. In dealing with handicapped people--and after all, in some way or other, we are all handicapped--the way to minimize this situation is to observe more careful screening, better orientation, better supervision and a probationary period in which both the supervisor and the volunteer understand, "we'll try it." Some people, once they overcome their initial fear, (I saw this particularly when I worked in a mental hospital) just love it. But they need a kind of tryout period." (Elizabeth Cantor, Independent Consultant.)

Q. Is there a volunteer action center (VAC) just for the Metropolitan Washington area?

A. We now have a VAC in the District. We also have one in Arlington, Fairfax, and Montgomery County suburbs. At one time we had an area-wide volunteer bureau, but we found our suburbs are too big to service in that way. For instance, Silver Spring, Maryland is the largest city in Maryland outside of Baltimore, and Arlington is a huge community. We have found it more efficient to have individual VACs; however, we work together very closely. One group does public relations for the whole area. We are on television, and give three phone numbers instead of one." (Elizabeth Cantor, Independent Consultant.)

APPENDIX III

STUDENT RESOURCES

Q. It would be very good if Recordings for the Blind (RFB) could state in their literature not only where to obtain equipment but that NLS equipment is for NLS books and magazines. Some patrons do not even know about a local library for the blind or physically handicapped.

A. "Regional librarians need to tell students if they are going to use equipment for only RFB recordings they should get their own machines. Students can go to their state education departments and get equipment on quota through their federal quota, so there is a way." (Carl Lappin, Director of Instructional Materials Reference Center, American Printing House for the Blind, Inc.)

A. "NLS note--NLS has reminded appropriate agencies to inform readers about requirements for using Library of Congress equipment."

APPENDIX IV

RELIGIOUS RESOURCES

Q. Are you setting up an orientation program for the representatives that you send to tell people about your program?

A. "We are trying to work closely with our seven area directors who supervise our district representatives to make all of this very clear in their orientation. We do try to work very closely with the regional libraries. Recently, our California area director, along with our field director from the plant, visited with the Braille Institute in California. They tried to get across the understanding that we are working together, and we do encourage patrons to use regional library services as well as our resources, too. I am sorry if there has been a misunderstanding." (Marcella Harrom, Director of Library Services, Christian Record Braille Foundation.)

A. "Our district representatives serve a dual function in the sense that they help to generate the funds that support our organization. In so doing, their main work is to contact businessmen in the communities. As they contact businessmen, they also are able to locate blind people who are never really contacted or never really known of through other agencies. Our representatives make patrons aware of the fact that the Library of Congress does exist and does have materials that they can use." (Mr. Stout, Manager, Christian Record Braille Foundation.)

Q. Do you prefer that we refer our patrons directly to you, or would you rather work through a regional or subregional library?

A. "We would prefer to work directly with the blind--to have you refer them to us, and we circulate directly to them. If that's not possible, we will, of course, work with any library that would like to have our services. We will try to make thermoform copies when needed, but primarily we feel that to work directly with the blind is really the best method." (Richard Borgerson, Library Director, Jewish Braille Institute.)

Q. Would you sell copies of your materials to regional libraries?

A. "When we get the idea of selling things, we run into technical and tax problems, etc. We would make copies for you, of course, when possible. We would prefer to have you take our masters and make your own copies with your own materials. I think that would be much faster since the institution has a very limited staff. The library has seven people; the whole institute has a staff of fifteen. We will be able to make tape copies very quickly because we do have very sophiscated, high speed duplication equipment. One of the things I think you will find interesting, if you come to New York and are able to visit our institute, is that we have very elaborate recording facilities--probably much more elaborate than you. We are constantly on the lookout for religious radio broadcasts that are pertinent to Judaica. I now have more than 400 complete broadcasts in the library including "Eternal Light," "Adventures in Judaism," "Jewish Lives," and "Jewish World."

These are available for circulation all over the world. They are extremely popular in Australia, South Africa, and India. I am happy to say there is always a request for materials from India, and that all of our extra materials from India are shipped constantly to the Delhi and Karikal libraries. If you folks have anything extra, never throw away a braille book. Always ship it to India. Braille over there is worth its weight in gold." (Richard Borgerson, Library Director, Jewish Braille Institute.)

Q. How do you relate to the Jewish Guild?

A. "The Jewish Guild is a colleague organization in New York that we consider a secular library. It does many books in foreign languages and Spanish, but many things not related to Judaica. That's the New York Guild for the Jewish Blind. It is a secular rehabilitation organization with a library as part of that organization. The Jewish Braille Institute is primarily a library of Judaica and all of the materials there are related to Judaism." (Richard Borgerson, Library Director, Jewish Braille Institute.)

Q. When you go to computers, are you considering going to fiche? Would you be able to make a fiche?

A. "No. We are going onto the IBM 3400 system hooked up with two printouts and four display screens. I don't believe we are going to be using fiche at all. Again, we are exploring, and the final programming has not been determined yet. I would like to know any opinions and the concept of how you are doing it." (Richard Borgerson, Library Director, Jewish Braille Institute.)

Q. Do you serve only blind?

A. "No, we serve anyone in the world. One of the things I constantly tell my people is that we are a library, not policemen. We will send anything we have to people anywhere in the world. The fact that it is needed is enough for us. We do not check for visual acuity. If a person has two broken arms and cannot turn the page of a book, we consider that as eligibility for talking books." (Richard Borgerson, Library Director, Jewish Braille Institute.)

Q. Do you have an application for patrons to complete?

A. "No. The only thing we consider is a written request. We are a little bit shy of telephones. We find that they drive us crazy. But you give us a written request, and we will let you have anything in the library." (Richard Borgerson, Library Director, Jewish Braille Institute.)

Q. What about copyright?

A. "Nobody in the world will sue a company that has put something that they don't sell into braille, recorded form or in large type for the blind. That is our philosophy, and therefore we do anything we can lay our hands on." (Richard Borgerson, Library Director, Jewish Braille Institute.)

APPENDIX V

TRAINING

Q. I am interested in hearing more about attitudinal training because attitudes are certainly one of the biggest barriers we have to deal with.

A. "We are under contract to the Office of Handicapped Individuals to do a series of workshops. We want to see what happens when federal managers, personnel people, and midlevel HEW staff consider their attitudes toward handicapped individuals. We want to see the attitudes of handicapped individuals who take part in the training. We want to see both in group dynamic situations.

...So they are not models of training, necessarily. That's what you are asking for. This training is just a kind of group dynamics to see some of the things that happen. We will look at all the literature that does deal with attitudes towards others and then have enough information to go from there. But I think you want some models of training. That will have to come from elsewhere." (John Collins, Special Assistant for Handicapped Services, Rehabilitation Group, Inc., Arlington, Virginia.)

Q. How do you teach braille to elderly people?

A. "I started in 1965. Any person who has the ability to learn braille can do it at his/her own pace. We do not have a time frame of 15 or 20 weeks. If it takes people a year to complete all of Grades 2 and 3, then they can work at their own pace. Approximately one third of the students will be able to go through Grades 1 through 3. The other students will get a part of it--enough to take telephone numbers, identify items, and things such as that. It is very, very difficult after a person will have reached the age of 60, and especially for diabetics." (Dorothy Donley, Director, Program for the Blind, John A Logan Community School, Washington, D.C.)

Q. How are you able to get adults to come into a public school? How do you work that out? I have never heard of it being done before.

A. "Well, this is in Adult and Continuing Education. In all schools you do have adult education, and this is within the community school. We are hoping that one day all schools will be community schools. We have some states that are very much on the ball when it comes to the community school setting. We have seventeen community schools in D.C. public schools. And when I say "community schools," there are schools that are open from nine o'clock in the morning until nine and ten o'clock at night, and they are open to anyone. We say we are working with adults from 18 and up, but community schools service anyone from the cradle to the grave. That was one reason why I was so concerned in trying to get into the community school setting, but really, it is Adult and Continuing Education." (Dorothy Donley, Director, Program for the Blind, John A. Logan Community School, Washington, D.C.)

APPENDIX VI

EXTENSION OF SERVICES

Q. What would your attitude be if this program (NLS) was to be extended to cover the slow learner or the exceptional child?

A. "Kenneth Jernigan, President, National Federation of the Blind: It is hard to be against library services to anybody. It's like being against virtue or for sin. But when you come down to it, my concern would be this: it would be what it was when we had to consider whether or not the service for the blind would be extended to the physically handicapped, and some people said, "You guys are being like dogs in a manger. You don't want the people to have what you have." And we said, "No, what we are concerned about is that the emphasis will be so shifted that the blind get lost, and we are concerned about dilution of the services so that nobody gets a good service."

"I would be very much concerned if these services were extended to other groups than those now eligible to receive them, unless at least simultaneously with it--not a promise but simultaneously--you had adequate appropriations to provide the services that were talked about. Otherwise, I, for one, would feel myself opposing it as vigorously as I could."

Q. All of us are very hard pressed for physical facilities. What is your reaction to that?

A. Walter Curley, President, Gaylord Brothers (White House Conference on Library and Information Services): "If I am saying it incorrectly, please correct me. As I understand it, you are referring to the problem that occurs in a great many states about a lack of facilities, inadequate space, from which you are able to--or unable to offer the services."

A. Mr. Jernigan: "I want to make some comments, and you may also, if you like."

"The libraries for the blind traditionally have had space problems, severe space problems, because braille, especially, is exceedingly bulky and also because funding has been hard to come by for lots of--in fact, for most of the libraries.

"I think that it is a legitimate concern, but you know, if we just talk about it and we don't come up with some very definite recommendations, everybody will say, 'It's a shame we don't have the space,' and go back to the same cramped quarters we had before.

"So, I guess what we ought to do, if we are going to try to address the issues, is to think about what specific kind of recommendations we can make. It seems to me these are the alternatives. We could try to get a budgetary item so that the National Library Service could help provide space. That doubtless will lead to pros and cons in discussion. That is one way to go about it. There could be grants to states or to library systems. That would be another way to try to go about it. There could be, I suppose, some kind of contractual relationship."

"If a group wants us to make this kind of recommendation and if it is to be meaningful, I for one, would like to know what specifically the group would like to see recommended so that it doesn't just end up as a generality."

A. Mr. Curley: "If I may hitchhike, Mr. Jernigan, I happen to know that in the case of Louisiana they did come up and make--or they did come through with a resolution, and it is part of their plank that is being forwarded. And, I would gather, your delegates will have the opportunity in Washington to push hard for that kind of thing to be included within the overall national plank."

A. Mr. Jernigan: "We will have a better chance, of course, if we can all agree in this room, and then if I am a good enough persuader, to try to get the national mechanism to incorporate this as part of its own view.

"Now a lot of people would say that that is not the way it is; all things are going to come from the state delegates, and it's all going to be just spontaneous and grass-roots. And if you believe that, then you have not participated in many activities.

"That's not the way it's going to be. You know it and I know it. The way it's really going to be is that there will be some of that, yes, and if there is a big enough ground swell, yes. But if you get something that a group really wants and it can get on the inside enough to get its lick in as the language gets formulated, it has about 10 times better chance of getting it done. If we leave what we have done with the space issues where it is, then nothing will be done about it.

"I think if there is any further thought on that issue--I know how critical space is. I was in an agency which had more space than most, and still space is hard to come by. Now, if there is anything further on that and you want me to take anything definite--so far all I have is that we need more space--and unless we take something that is definite enough that I can try to promote a specific kind of thing, the conference isn't going to do much more on that except, I think, make some general platitudinous comments."

Q. I am wondering what provision will be made to discuss library implementation in such things as Public Law 94-142, the Handicapped Children's Act, and Section 504 of the 1973 Act.

A. Mr. Curley: "So, what you're saying is that legislation is in place in certain instances, but perhaps it isn't being implemented fully because information concerning it is not being disseminated widely."

A. VOICE: "Correct."

A. Mr. Jernigan: "And I think that is something that the committee ought to be aware of as we go forward."

Q. I think you should take back the recommendation that the conference be held in an accessible facility.

A. Mr. Curley: "Well, that was a statement, essentially, was it not?"

Q. I have great concern with the taxpayer's revolt nationwide, and also I have great concern that the White House conference perhaps will come up with some suggestions in reference to the development of libraries nationwide, special, general, et cetera. My real concern is that--will the Administration (President of U.S.) listen to the opinion of the commissioners of this Conference? Or is it that the administration will take the suggestions and then probably just continue with LSCA in a moderate way?

A. Mr. Jernigan: "Well, it is my opinion that they will listen to us if we develop, first, something that is coherent and articulate and is understandable and not too complex, and second, if we do something about it--that is, if we follow up.

"I don't think we will be listened to if we simply have a conference and then go home."

A. Mr. Curley: "And hitchhiking on what Mr. Jernigan has said, I don't think they will listen to me personally at all, but to the conference, to the results of the conference, I think they will be listened to.

"An interesting thing, to me, is that librarians themselves, a great many of them, refer to outreach services in a sort of--I am not saying you folks are doing it--but in a sort of an offhand way. It is still tangential, or it is still tacked on or something, and the whole meat-and-potatoes business of having books go in an out and reference work and so forth as the number one priority. My concern, on the basis of what I see coming out of the conferences, the conference is dominated by laypeople and emphasizes a great concern for outreach, and I would say to you that more concern will be registered on the basis of, in the outreach areas, by virtue of a two-thirds/one-third lay librarian grouping than if it were all librarians. And I am sorry to have to say that."

A. Mr. Jernigan: "I am concerned, for my part, I guess, with two things: First and foremost, I don't want this conference to do any harm. I don't want it to come up with things that we have to live with for years that would have been better not done. So, I regard myself as kind of a watchdog, in some respects, on that.

"Second, I am concerned that in the documents of the conference and in its general emphasis on library and information services, the blind and handicapped don't get lost. Beyond, that, whether the total recommendations end up having much impact, it seems to me, will really largely depend on whether or not it is something we can all really believe in and work for and do something about."

A. Mr. Curley: "And that Proposition 13 business--I did not quite finish it off--I guess my feeling is that you are in a good way to get strong planks for your particular concerns out of a conference structured the way it is, and it is probably very timely, because with other strong planks coming out, many of these programs may well suffer. And so you had better get a strong plank out."

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